



**Information
Services**

Global Protect VPN Access for Windows PC Users

141 N. Glendale Ave
Suite 314
Glendale, CA 91206

Help@glendaleca.gov

Duo Enrollment Guide



Supported browsers: Chrome, Firefox, Safari, Opera and Internet Explorer 9 or later

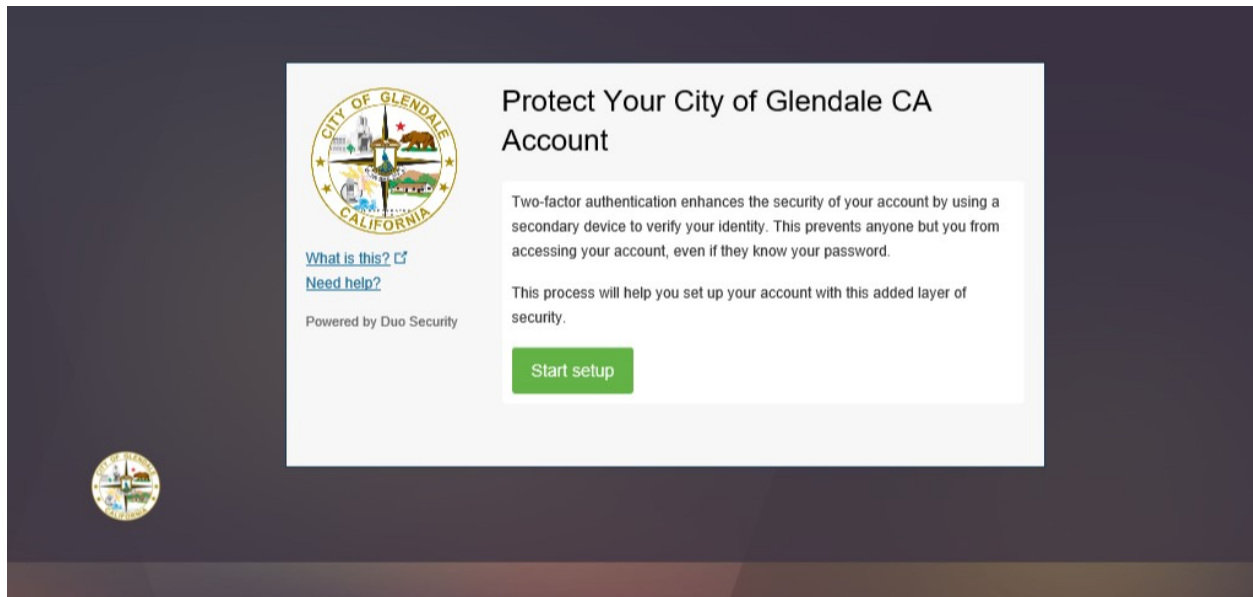
1. From your City issued laptop, please go to the link below and log in using your City credentials.

<http://remote.glendaleca.gov>


The image shows a login page with a dark background and a geometric pattern. On the left is a circular seal of the City of Glendale. To its right are the labels 'User name:' and 'Password:' followed by two white input fields. Below these fields is a blue button with the text 'Log On'.

2. Welcome Screen

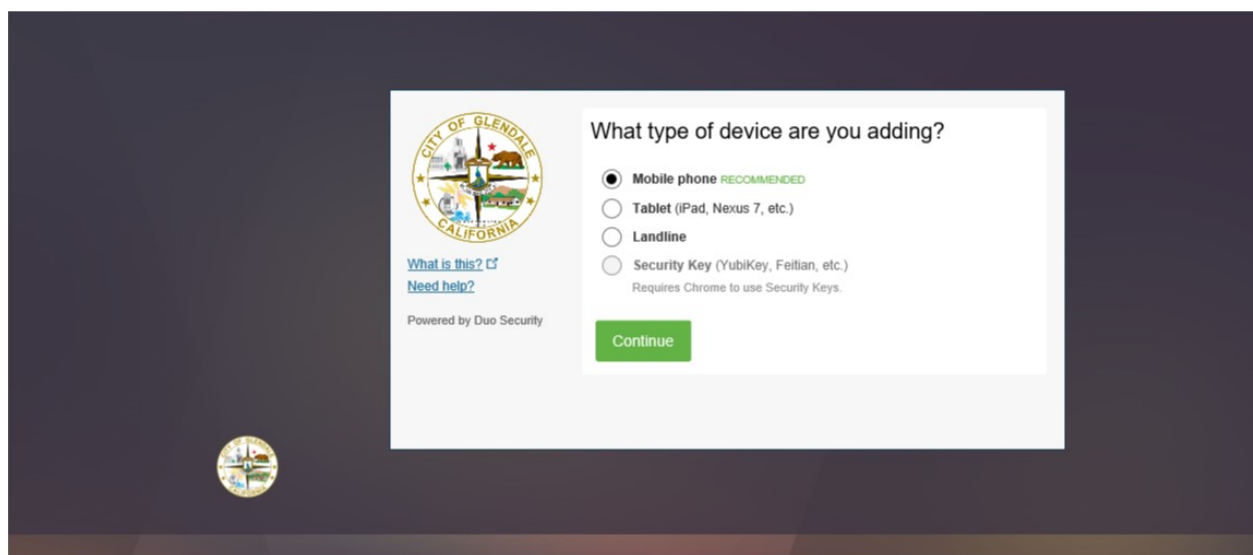
Click **Start setup** to begin enrolling your device.



3. Choose Your Authenticator

 *Supported Mobile Devices: iPhone, Android, Windows Phone, and Blackberry 10*

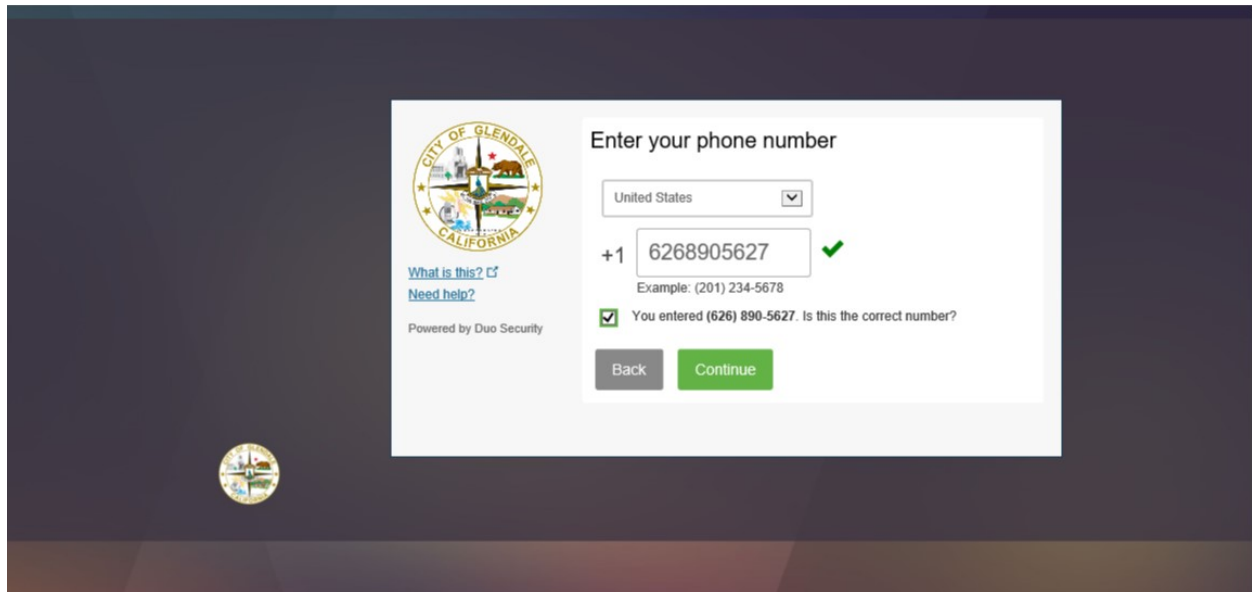
Select the type of device you'd like to enroll and click **Continue**. DUO recommends using a smartphone for the best experience, but you can also enroll a landline telephone or iOS/Android tablets.



4. Type Your Phone Number

Use the number of your smartphone, landline, or cell phone that you'll have with you when you're logging in to a Duo-protected service.

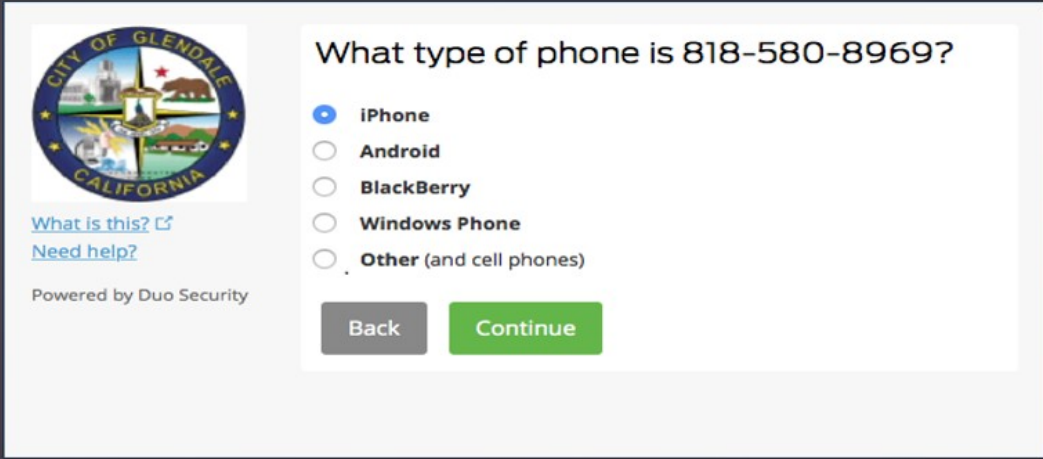
Then double-check that you entered it correctly, check the box, and click **Continue**. If you're enrolling a tablet you aren't prompted to enter a phone number.





The screenshot shows a Duo Security enrollment screen for the City of Glendale. On the left is the City of Glendale seal, with links for "What is this?" and "Need help?", and the text "Powered by Duo Security". The main heading is "Enter your phone number". Below this is a dropdown menu set to "United States". The phone number field contains "+1 6268905627" with a green checkmark to its right. Below the field is an example: "Example: (201) 234-5678". A checkbox is checked, and the text reads: "You entered (626) 890-5627. Is this the correct number?". At the bottom are "Back" and "Continue" buttons.

5. Choose Platform

Choose your device's Mobile Device and click **Continue**.



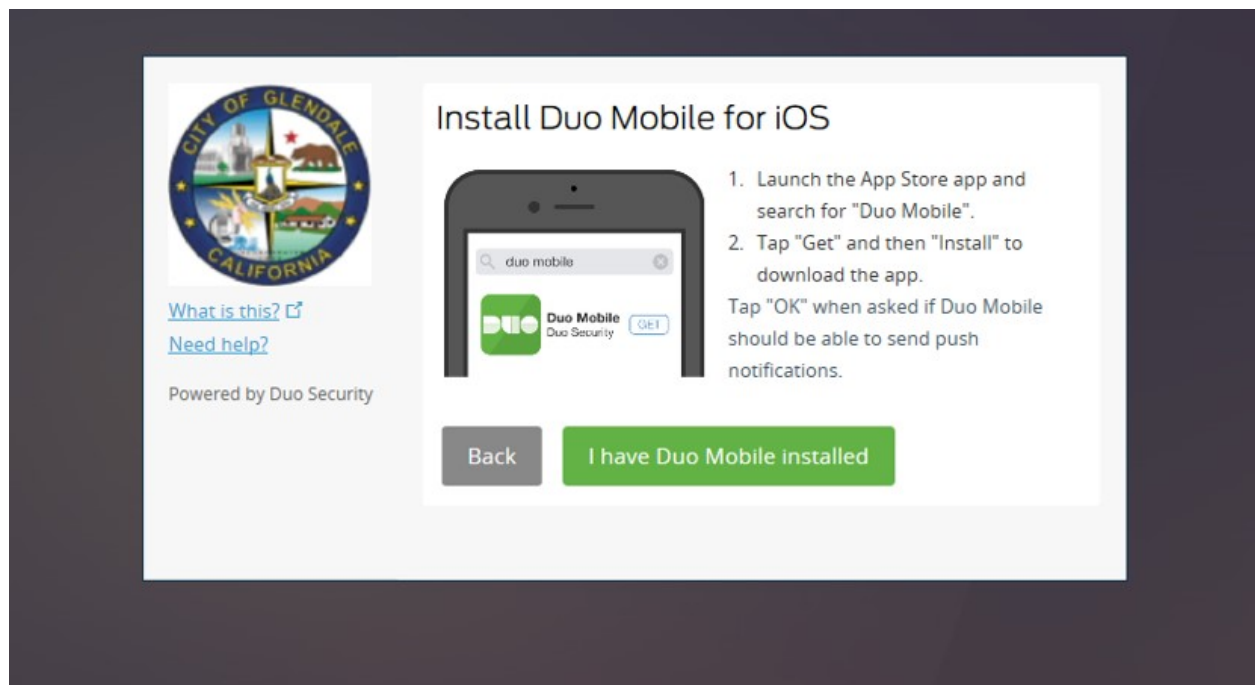

[What is this?](#) 
[Need help?](#)
Powered by Duo Security

What type of phone is 818-580-8969?

- ☒ iPhone
- ☐ Android
- ☐ BlackBerry
- ☐ Windows Phone
- ☐ Other (and cell phones)

6. Install Duo Mobile App on your Smart Phone

Follow the platform-specific instructions on the screen to install Duo Mobile on your smartphone. After installing the app return to the enrollment window and click **I have Duo Mobile installed**.

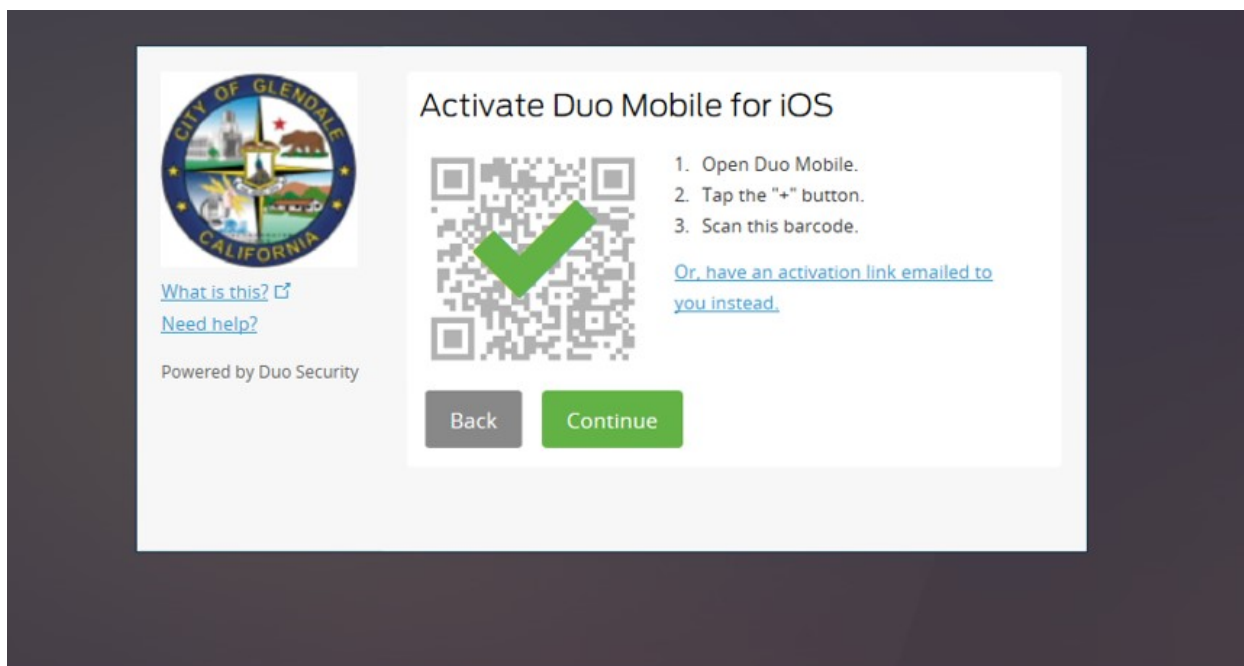


7. Activate Duo Mobile

Activating the app links it to your account so you can use it for authentication. The Duo barcode scanner will automatically launch after opening the app.

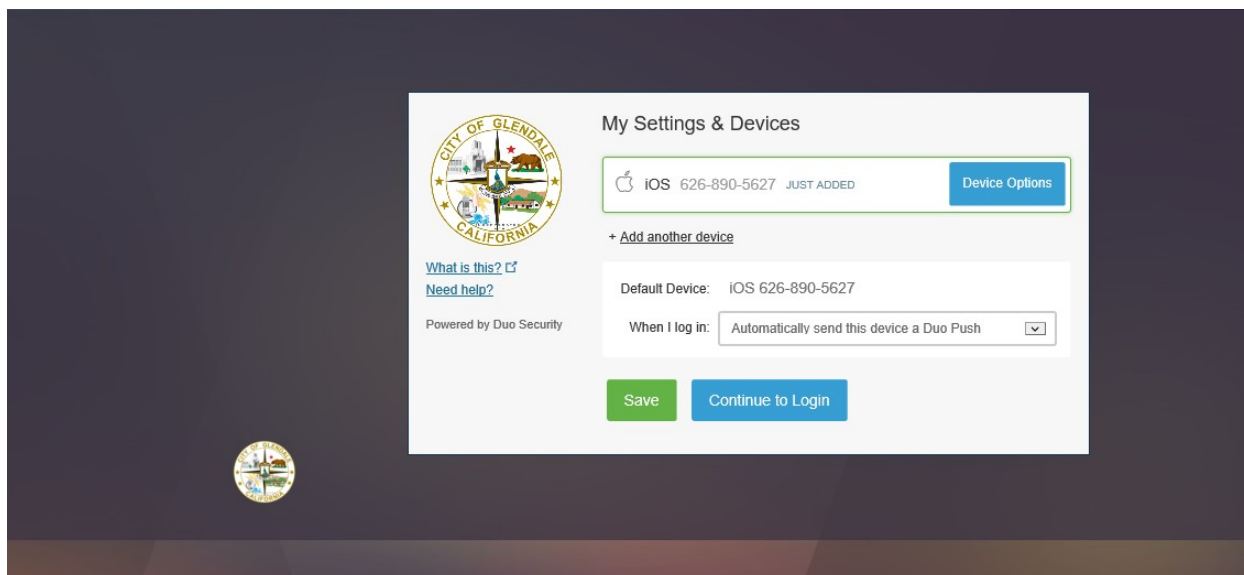
From your smartphone activate Duo Mobile by scanning the barcode with the app's built-in barcode scanner. Follow the platform-specific instructions for your device:

The "Continue" button is clickable after you scan the barcode successfully.

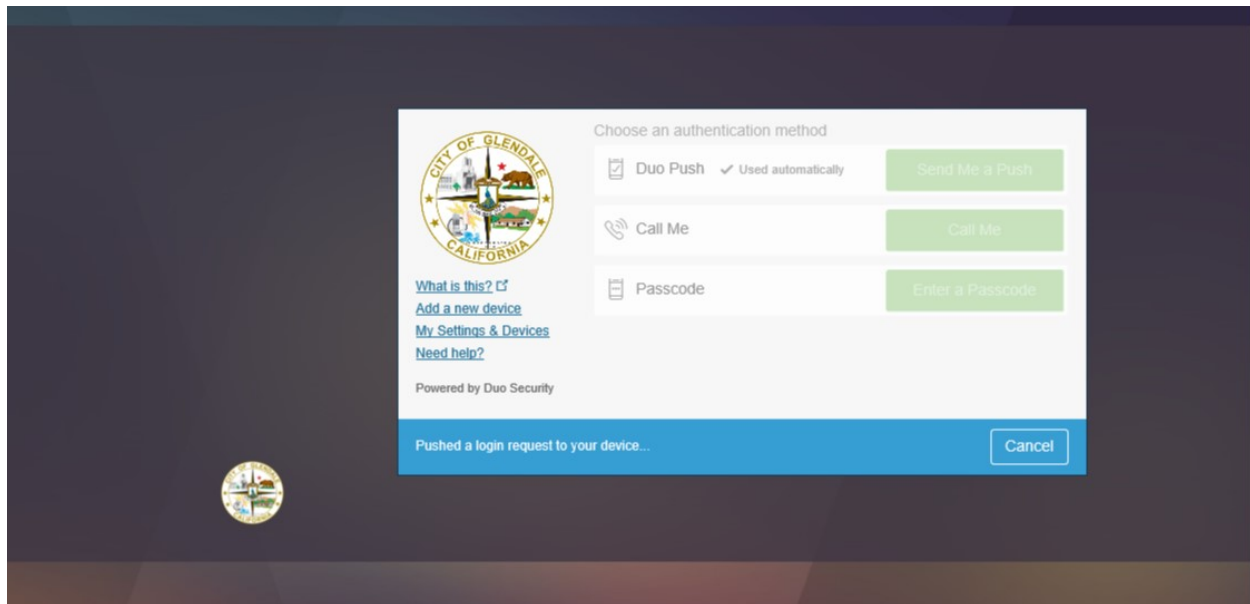


8. Configure Device Options

Change the **When I log in** option to "Automatically send this device a Duo Push" and click **Save**. This setting will enable the Duo to automatically send an authentication request via push notification to the Duo Mobile app on your smartphone.

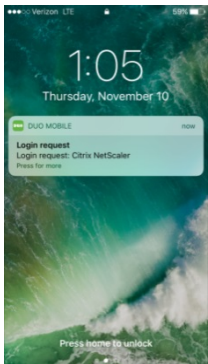
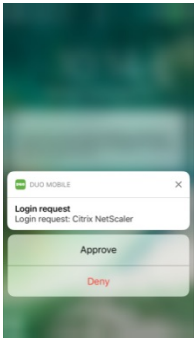




Your device is ready to approve Duo authentication requests. Click **Send me a Push** to give it a try. All you need to do is tap **Approve** on the Duo login request received on your phone.




Duo Push Approval and Login Notifications

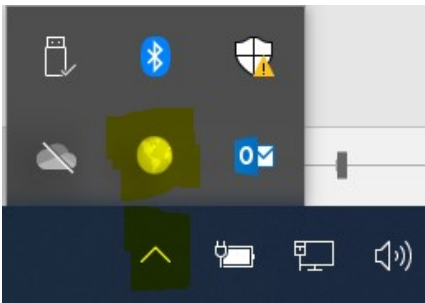
After you submit your login information an authentication request is automatically sent to you via push to the Duo Mobile app or as a phone call. Below are some examples of the notification.

<p>1. Tap on the screen Notification</p> <p>Approval from Notification Alert if the phone is locked</p>	<p>2. Hold notification then Approve</p>  
<p>1. Open Duo App and click on the green bar</p> <p>Approval from the DUO App if the phone is not locked</p>	<p>2. Click Approve</p>  

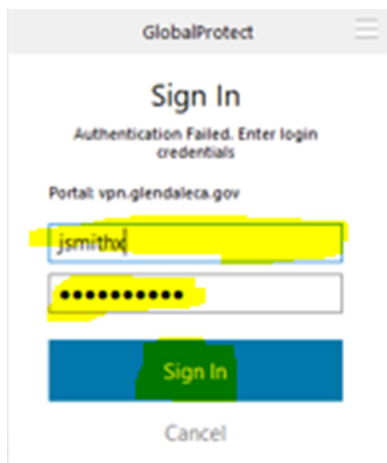
How to connect using Global Protect

 Connect to VPN only when on an outside network (off City network)

1. From the System Tray in the lower right hand corner of your screen, click on the up arrow and click the **Global Protect** earth icon.

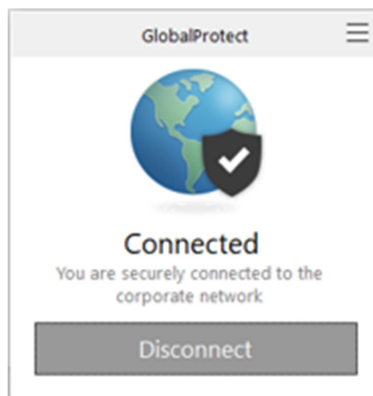


2. From the Sign In window, enter your City of Glendale credentials and click the **Sign In** button.



3. You will now receive a DUO push to the device you set up and will need to select **Approve**.

4. You are now connected to the City through Global Protect.



Once you are connected, you are able to access file shares, applications, email, the Internet, etc. just the same as if you were in the office. If you have trouble gaining access to a resource that you need, please reach out to the Help Desk for assistance.